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Soggetti	Teams in the workplace - Management Employees - Coaching of Leadership
Lingua di pubblicazione	Inglese
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Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Half Title; Title; Copyright; Dedication; Contents; List of figures; Acknowledgements; Introduction; Chapter 1 The crux of the issue; Fly the plane; World-.class basics; Learning from experience; The crux of the issue; The problem; The solution; Chapter 2 Excellence -. it starts with you; Looking in the mirror; Setting the standard; The humility of high performers; Leave no stone unturned; Benchmarking (are you up for it?); But we're creative; Summary of key points; The foundations; Chapter 3 Team players for team games (People); Drivers of behaviour You get the behaviour (performance) you train for You get the behaviour (performance) you reward; Selection for the Red Arrows; The challenge for The Red Arrows; The selection process; The challenge for senior leadership teams; Team banking -. a case study; Developing the high-. performance team -. processes; Summary of key points; Chapter 4 Building the teams and organization you need (Capability); Britain's worst customer service company? (a hotly contended title!); Britain's best team?; Learning to be a fighter pilot; Putting the training to the test; Building the teams you need Building capability in the team Clarity; Alignment; Commitment; The Channel Tunnel -. a case study; Common approach; Communication; Empowerment; Summary of key points; Getting stuff done; Chapter 5 From desire to outcome (Delivery); 5A Plans and planning; Planning for

success; Plans and planning; The right solution to the wrong problem; The mission planning process; Aim; Start at the end; Analysis; Threats; External threats; Environmental threats; Internal threats (weaknesses); Strengths; Tactics (where is the best opportunity for success?); Contingencies

Upside down at 400mph: What's the plan? Stress testing the assumptions; The Red Team; Differential insight; Leading a planning team; Summary of key points; 5B Communicating the plan; Which guns did you mean?; The concept of briefing; The mechanics of briefing; Fighter pilot mission brief; Briefing - . case study; Summary of key points; 5C Execution; Friction and information overload; Priorities: What's the ball you can't afford to drop?; Recognizing overload; Execution and the art of decision-making; Case study - . Marks and Spencer; History; Lessons; Conclusion; Summary of key points

Chapter 6 Accelerating performance (Learning) An organization with a memory; The Donaldson report; The Francis report; Other sectors; A culture of learning; The debrief; What is a debrief?; A little bit of history; What a debrief isn't; Debrief behaviours; A quick health warning; Actor/.observer bias; Behaviour in practice; Running the debrief; Lead by example; Establish the parameters; Analyse the execution; Review the learning; Notify the learning; Implementation - . when and what; Knowledge management; Conclusion; Summary of key points; Other issues

Chapter 7 Bringing others on the journey (Leadership)
